## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group Meeting**

 **held on Tuesday 14th January 2020**

**Present:** Chair - Mrs Walker (JW), Dr B Modi (BVM), Mrs M Modi (MM), Ms Kirti Thakar, Mrs L Hubbard and Mr D Sachdev

1. Apologies were received from Mr M Fitzgerald;
2. Minutes of Sept and Oct 2019 meetings were approved by JW;
3. PPG members wished Mr Fitzgerald well as he will not be attending any meetings for now and MM will send a ‘get well’ message to him;
4. A new service for midwives named LOTUS has recently been started and MM updated the Group. The outcome of this discussion was to check with current midwife before doing any referrals;
5. Newsletter was discussed and will be emailed to all PPG members for approval;
6. Patient Satisfaction Survey and following questions were discussed. The survey was analysed and the Group went through each question. The majority of patients were satisfied with our service but one patient was completely dissatisfied with the service. MM to ask staff member if he remembers the patient’s name.
* Q4 - we need to improve online services, the action to be taken from Q4 was to improve online services and to put information on Newsletter and screen. MM to ask CCG if they can put video on screen in different languages “Please enquire at the desk with regard to access to online services”. Because we scored less than 25% in each one
* Q6 - patients commented that there is no choice of appointments, MM updated that more than 25% of online appointments are available to book and some patients did not understand that these appointments are available
* Q14 - patients need to be made aware of personalised care and to look further how to design that question. Less than 30 patients were offered care plan, hence when doing survey actually patients who had no care plan, the question was not relevant to those patients.
1. MM updated on smear drop-in clinics to be held at Charnwood and explained that all Primary Care Network practices are taking part in this Saturday smear clinics and this is to update the smear targets and prevent cervical cancer;
2. Pharmacy workshop sessions – MM discussed this with practice pharmacist and will discuss further in the Summer to hold sessions for the practice;
3. New Direct Enhanced Service was discussed for April 2021 and PPG were made aware of new targets for 2021. There were 5 areas discussed: enhanced health care in care homes, anticipatory care, personalised care and supporting early cancer diagnosis. However there has been massive discussion at national level whether these are relevant and this was discussed with PPG that this will be in flux until the BMA discuss this with the Dept of Health.
4. AOB
5. Date of next meeting: Tuesday 10th March 2020 at 7pm.

Approved by Mrs J Walker (Chair)

Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_